UI FY TRENDS - FO

	chg 18/19 YTD	chg 18/19 avg														
	77%	77%	15/16	<u>ი</u>	75/1 om	vn 23% fi	and dov	UI balance monthly average is down 10% from 17/18, down 18% from 16/17, and down 23% from 15/16	า 18% fro	/18, dowi	from 17,	own 10%	rage is do	thly aver	ance mon	UI bala
	75%	82%	16/17			om 15/16	n 23% fro	UI balance to date is down 18% from 17/18, down 25% from 16/17, and down 23% from 15/16	n 16/17,	25% from	18, down	from 17/1	wn 18% i	ate is dov	ance to da	UI bala
	82%	90%	17/18						6	2						Multi
-1,407	90%	12,795		,					11,026	12,074	12,485	12,658	14,456	13,868	12,995	18/19
-1,351	91%	14,202		12,461	11,723	12,566	12,136	12,815	13,389	13,798	15,209	16,720	16,750	16,327	16,526	17/18
-992	94%	15,553		14,329	14,654	13,743	12,067	12,175	14,930	14,922	17,208	17,514	18,640	18,246	18,206	16/17
		16,544		17,469	17,104	17,117	14,610	16,169	17,568	17,067	17,047	16,430	16,183	16,198	15,571	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.		Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
						ES	EN CAS	BALANCE OPEN CASES	BALA							
	chg 18/19 YTD	chg 18/19 avg								,						
	83%	83%	15/16	5/16	17% from 15/16		17, and c	Ul dispositions monthly average is down 8% from 17/18, down 13% from 16/17, and down	วwn 13%	17/18, do	3% from	is down {	average	monthly a	ositions	Ul disp
	87%	87%	16/17		5/16	% from 1	down 17	UI dispositions to date are down 8% from 17/18, down 13% from 16/17, and down 17% from 15/16	5 from 16.	own 13%	17/18, d	8% from	ire down	to date a	ositions	UI disp
	92%	92%	17/18													Multi
-1,303	92%	14,573	102,012						14,672	12,952	13,905	16,919	13,201	16,394	13,969	18/19
-896	95%	15,876	190,510	14,212	16,819	15,411	17,977	14,819	15,784	15,369	16,005	16,632	14,896	18,445	14,141	17/18
-732	96%	16,772	201,267	16,790	16,195	14,983	19,012	17,230	16,421	17,438	15,625	17,115	16,349	18,700	15,409	16/17
		17,505	210,054	17,645	17,320	15,807	19,541	17,321	15,904	17,087	15,488	18,931	17,577	17,767	19,666	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
							CASES	CLOSED C	ST.							
	chg 18/19 YTD	chg 18/19 avg														
	81%	81%	15/16	5/16	19% from 15/16		117, and	UI registrations monthly average is down 9% from 17/18, down 13% from 16/17, and down	own 13%	17/18, d	9% from	is down	average	monthly	strations	UI regi
	88%	87%	16/17		m 15/16)% from :	down 19	UI registrations to date are down 9% from 17/18, down 12% from 16/17, and down 19% fro	% from 16	Jown 129	17/18,	9% from	are down	to date a	strations	UI regi
	91%	91%	17/18						2	2						Multi
-1,350	91%	14,404	100,826						13,671	12,565	13,754	15,165	13,829	17,300	14,542	18/19
-797	95%	15,754	189,044	14,989	16,007	15,874	17,337	14,300	15,414	13,998	14,510	16,639	15,336	18,284	16,356	17/18
-1,183	93%	16,550	198,603	16,497	17,147	16,700	18,941	14,507	16,461	15,199	15,343	16,025	16,775	18,807	16,201	16/17
		17,733	212,798	18,040	17,340	18,348	18,071	15,966	16,472	17,146	16,111	19,209	17,611	18,448	20,036	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	FY
						S	D CASES	OPENED	NEW							
				8, 41, 42	4, 35, 36, 37, 38, 41, 42	, 33, 34, 3	29, 30, 31	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 3	, 4, 5, 6, 8,	des 1, 2, 3,	gram Coo	Pro				

DI FY TRENDS - FO Program Codes 7, 10, 11, 12, 16 & 20

	72%	71%	15/16	15/16	DI balance monthly average is up 1% from 17/18, down 16% from 16/17, and down 29% from 15	lown 29	7, and c	om 16/1	16% fr	18, dowr	om 17/	ıp 1% fr	rage is ı	thly ave	nce mor	Di bala
	80%	84%	16/17		n 15/16	28% fron	down 2	/17, and	from 16	wn 20%	7/18, do	from 17	wn 15%	ate is do	DI balance to date is down 15% from 17/18, down 20% from 16/17, and down 28% from 15/16	DI bala
	85%	101%	17/18													
15	101%	1,198	*						1,050	1,197	1,117	1,304	1,284	1,298	1,136	18/19
-239	83%	1,183		1,038	801	732	787	945	1,133	1,441	1,547	1,511	1,490	1,429	1,342	17/18
-256	85%	1,422		1,463	1,220	1,458	1,257	1,210	1,232	1,417	1,593	1,609	1,614	1,520	1,475	16/17
		1,678		1,549	1,638	1,791	1,924	1,636	1,605	1,672	1,715	1,694	1,737	1,639	1,534	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.		Jan	Мау	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
						SES	OPEN CASES	ICE OF	BALANCE							
	chg 18/19 YTD	chg 18/19 avg												-		
	84%	83%	15/16	15/16	DI dispositions monthly average is down 5% from 17/18, down 13% from 16/17, and down 17% from	d down 1	6/17, and	6 from 1	own 13%	17/18, d	% from	s down 5	iverage i	onthly a	sitions m	DI dispo
	88%	87%	16/17	5/16	DI dispositions to date are down 10% from 17/18, down 12% from 16/17, and down 16% from 15.	own 169	7, and d	om 16/1	12% fro	8, dowr	om 17/1	ո 10% fr	are dowr	to date a	ositions	DI disp
	90%	95%	17/18													
-46	95%	830	5,809						992	684	923	883	767	880	680	18/19
-81	92%	876	10,510	636	749	789	1,040	857	1,069	884	.797	974	865	910	940	17/18
40	96%	957	11,483	826	1,240	884	998	932	1,225	1,031	873	854	789	967	864	16/17
		997	11,967	1,062	1,096	1,111	852	964	. 927	964	850	1,034	906	1,052	1,149	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
							CASES	CLOSED	င							
	chg 18/19 YTD	chg 18/19 avg	-													
	83%	83%	15/16	/16	DI registrations monthly average is down 1% from 17/18, down 12% from 16/17, and down 17% from 15/	lown 17%	17, and d	rom 16/	wn 12% t	7/18, dov	6 from 1	down 19	verage is	nonthly av	trations m	DI regis:
	93%	88%	16/17	16	DI registrations to date are down 5% from 17/18, down 7% from 16/17, and down 17% from 15/1	wn 17%	and dov	n 16/17,	7% from	3, down	m 17/1	n 5% fro	are dow	to date	strations	DI regis
	95%	99%	17/18													
-9	99%	832	5,827	:					845	764	736	907	754	1,042	779	18/19
-109	89%	841	10,092	873	818	735	883	669	761	778	833	997	926	997	822	17/18
-54	95%	950	11,402	1,068	1,003	1,085	1,046	911	1,039	856	857	850	884	1,013	790	16/17
		1,004	12,044	974	944	979	1,140	995	861	921	871	992	1,004	1,158	1,205	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	FY
						SES	NEW OPENED CASES	OPEN	NEW							
		:				, 10 0. 20	Frogram Codes /, 10, 11, 12, 15 & 20	odes /,	ogram c	_ د ا						

	chg 18/19 avg chg 18/19 YTD	thg 18/19 avg	,													
	55%	53%	15/16	15/16	17% from	nd down 4	Tax Ruling balance monthly average is down 22% from 17/18, down 42% from 16/17, and down 47% from 15/16	2% from	, down 42	m 17/18	1 22% frc	e is dowr	ly averag	e month	ng balan	Tax Ruli
	56%	58%	16/17	5/16	s from 15	own 45%	Tax Ruling balance to date is down 26% from 17/18, down 44% from 16/17, and down 45% from 15/16	om 16/1	n 44% fr	18, dow	rom 17/	vn 26% t	ate is dov	sp of ear	ing balai	Tax Ru
	74%	78%	17/18													
-4 91	78%	1,714							2,245	2,235	1,825	1,598	1,197	1,277	1,620	18/19
-746	75%	2,205		1,743	1,832	2,042	2,215	2,313	2,330	2,202	2,166	2,268	2,317	2,449	2,579	17/18
-307	91%	2,951		2,649	2,730	2,917	2,898	2,762	3,166	2,980	2,903	2,941	3,009	3,142	3,311	16/17
		3,257		3,383	3,490	3,513	3,417	3,430	3,312	3,211	3,052	2,980	3,014	3,105	3,182	15/16
AvgChg	% Chg of Avg	Avg.		Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
						SES	BALANCE OPEN CASES	ICE OF	BALAN							
	chg 18/19 YTD	chg 18/19 avg														
	193%	193%	15/16	6	from 15/1	up 93% t	Tax Ruling dispositions monthly average is up 2% from 17/18, up 7% from 16/17, and up 93% from 15/16	from 16	8, up 7%	om 17/1	up 2% fr	erage is	onthly av	sitions m	ing dispo	Tax Rul
	143%	107%	16/17	15/16	% from	1d up 93	Tax Ruling dispositions to date are up 35% from 17/18, up 43% from 16/17, and up 93% from 15	% from 1	up 43%	m 17/18	35% froi	are up (to date	ositions	ling disp	Tax Ru
	135%	102%	17/18											•		
4	102%	176	1,230						168	78	85	143	165	369	222	18/19
8	105%	172	2,064	277	277	293	198	107	98	56	148	136	149	162	163	17/18
72	179%	164	1,963	154	212	180	105	453	75	98	116	78	144	213	135	16/17
		91	1,095	160	49	102	108	38	46	42	96	98	116	95	145	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
							CLOSED CASES	OSED	5							
	chg 18/19 YTD	chg 18/19 avg														
	254%	245%	15/16	15/16	5% from	and up 14	Tax Ruling registrations monthly average is up 155% from 17/18, up 139% from 16/17, and up 145% from 15/16	39% from	/18, up 13	from 17,	up 155%	erage is u	onthly av	ations m	ing regist	Tax Ruli
	263%	239%	16/17	15/16	% from 1	d up 154	Tax Ruling registrations to date are up 187% from 17/18, up 163% from 16/17, and up 154% from 15/	5 from 10	up 163%	17/18,	7% from	re up 18	to date a	trations t	ling regis	Tax Ru
	287%	255%	17/18													
150	255%	248	1,733						178	488	312	544	85	27	99	18/19
-7	94%	97	1,167	188	67	120	100	89	226	92	46	87	17	31	104	17/18
3	103%	104	1,245	73	25	198	242	49	261	176	78	9	19	51	64	16/17
		101	1,214	53	28	198	96	156	147	201	168	65	25	19	58	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	FY
		·				ES	ED CASES	OPENED	NEW							
						7	odes 19		Program (_						
							TRENDS - EO		V D	13						

TAX FY TRENDS - FO

		1:				Progra	Program Codes 15, 17, 18, 32, 45, 46, 47	15, 17, 18,	17, 18, 32, 45, 46	46, 47, 48, 49	Ó		: * .			
				1			NEW	NEW OPENED	D CASES	S					- '	
FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	247	235	177	136	268	270	127	244	253	141	254	170	2,522	210		
16/17	169	269	281	213	178	282	122	187	189	127	233	222	2,472	206	98%	-4
17/18	162	246	143	191	247	297	128	215	234	156	256	228	2,503	209	101%	ω
18/19	142	213	137	160	260	144	177						1,233	176	84%	-32
													17/18	84%	87%	
Tax rec	gistration	s to date	are down	Tax registrations to date are down 13% from 17/18, down 19% from 16/17, and down 16% from 15/16	า 17/18, d	lown 19%	6 from 16	/17, and	down 16	% from 1:	5/16	•	16/17	86%	81%	
Tax reg	gistrations	s monthly	/ average	Tax registrations monthly average is down 16% from 17/18, down 14% from 16/17, and dow	6% from	17/18, do	wn 14%	from 16/	17, and c	lown 16%	n 16% from 15/16	/16	15/16	84%	84%	
														chg 18/19 avg	chg 18/19 YTD	
							ဥ	CLOSED C	CASES							
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	196	93	64	76	81	139	121	73	141	164	160	285	1,593	133		
16/17	512	264	178	161	138	171	316	247	280	247	265	362	3,141	262	197%	129
17/18	377	423	388	392	389	382	357	293	440	350	217	278	4,286	357	136%	95
18/19	316	277	214	190	248	213	212						1,670	239	67%	-119
·									:				17/18	67%	62%	
Tax dis	positions	to date :	are down	Tax dispositions to date are down 38% from 17/18, down 4% from 16/17, and up 117% from	17/18, do	own 4% t	ram 16/1	7, and up) 117% fr	om 15/16			16/17	91%	96%	
l ax dis	positions	s monthly	average	lax dispositions monthly average is down 33% from 17/18, down 9% from 16/17, and up 80% from 15/16.	3% from	17/18, do	wn 9% fr	om 16/17	', and up	80% fror	n 15/16.		15/16	180%	217%	
							D			0				chg 18/19 avg	chg 18/19 YTD	
							BALANCE	CE OFEN	EN CASES							
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	3,969	4,112	4,223	4,283	4,470	4,574	4,580	4,742	4,853	4,830	4,918	4,802		4,530		
16/17	4,458	4,453	4,547	4,598	4,638	4,749	4,555	4,494	4,403	4,278	4,243	4,101		4,460	98%	-70
17/18		3,702	3,455	3,255	3,111	3,026	2,792	2,713	2,507	2,313	2,353	2,301		2,951	66%	-1,509
18/19	2,127	2,063	1,986	1,956	1,968	1,899	1,864							1,980	67%	-970
													17/18	67%	60%	
Tax ba	lance to	date is do	wn 40%	Tax balance to date is down 40% from 17/18, down 57% from 16/17, and down 54% from 15/16	8, down 5	7% from	16/17, ar	nd down	54% fron	า 15/16			16/17	44%	43%	
ax ba	lance mo	nthly ave	rage is d	lax balance monthly average is down 33% from 17/18, down 56% from 16/17, and down 56% from 15/16	from 17/1	8, down	56% from	16/17, a	ınd down	56% fro	n 15/16	_	15/16	44%	46%	
														chg 18/19 avg	chg 18/19 YTD	

RULING-OTHER FY TRENDS - FO Program Codes 9, 13, 14, 21, 22, 40, 44

													:	•		
					:		NEW	NEW OPENED CASES	CASE	S						
FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	189	235	98	79	60	179	169	93	114	220	120	176	1,732	144		
16/17	250	111	220	239	194	116	95	149	165	212	339	360	2,450	204	141%	60
17/18	255	186	219	177	90	166	152	126	212	194	266	260	2,303	192	94%	-12
18/19	218	180	131	185	73	165	175						1,127	161	84%	-31
													17/18	84%	91%	
Ruling/	Other rec	gistrations	s to date a	Ruling/Other registrations to date are down 9% from 17/18, down 8% from 16/17, and up 12% from 15/16	9% from 1	17/18, do	wn 8% fro	om 16/17	, and up	12% fron	n 15/16	,	16/17	79%	92%	
Ruling	Other rec	gistrations	s monthly	Ruling/Other registrations monthly average is down 16% from 17/18, down 21% from 16/17	s down 16	5% from	17/18, do	wn 21%	from 16/1	•	and up 12% from 15/16	om 15/16	15/16	112%	112%	
													c	chg 18/19 avg	chg 18/19 YTD	
							CL.	CLOSED C	CASES							
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	126	81	80	95	90	53	74	80	112	117]	189	148	1,245	104		
16/17	155	120	67	129	238	246	259	477	303	225	133	127	2,479	207	199%	103
17/18	114	221	98	82	177	218	237	287	222	330	416	234	2,636	220	106%	13
18/19	202	206	227	183	223	136	171						1,348	193	88%	-27
:													17/18	88%	118%	
Ruling/	Other dis	positions	to date a	Ruling/Other dispositions to date are up 18% from 17/18, up 11% from 16/17, and up 125%	6 from 17/	18, up 1	1% from .	16/17, an	id up 125		5/16	1	16/17	93%	111%	
Ruling/	Other dis	positions	monthly	Ruling/Other dispositions monthly average is down 12% from 17/18, down 7% from 16/17, a	s down 12	% from 1	7/18, dov	wn 7% fro	om 16/17	, and up	ind up 86% from 15/16	า 15/16	15/16	186%	225%	
													c	chg 18/19 avg	chg 18/19 YTD	
							BALANCE	CE OPEN	N CASES	S						
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	1,214	1,368	1,384	1,369	1,335	1,462	1,557	1,570	1,572	1,673	1,601	1,628		1,478		
16/17	1,724	1,717	1,869	1,979	1,935	1,807	1,643	1,316	1,178	1,166	1,370	1,602		1,609	109%	131
17/18	1,743	1,708	1,829	1,924	1,837	1,783	1,698	1,537	1,525	1,388	1,236	1,264		1,623	101%	14
18/19	1,282	1,255	1,159	1,159	1,009	1,035	1,039		<u>.</u>					1,134	70%	-489
:		•								:			· 17/18	70%	63%	
Kuling/	Other ba	lance to c	date is do	Ruling/Other balance to date is down 37% from 17/18, down 37% from 16/17, and down 18	om 17/18	down 3	7% from	16/17, an	nd down .		15/16		16/17	70%	63%	
Ruling/	Other ba	lance mo	nthly aver	Ruling/Uther balance monthly average is down 30% from 17/18, down 30% from 16/17, and	wn 30% fr	rom 17/18	8, down 3	30% from	16/17, a		down 23% from 15/16	n 15/16	15/16	77%	82%	
				,									С	chg 18/19 avg	chg 18/19 YTD	

	CIT STOLE	CILL (O) 19 AVU								İ						
	70%	$\overline{}$	15/16	15/16	32% from	nd down :	16/17, a	28% from	8, down 2	from 17/1	wn 15% t	age is do	thly aver	All Programs balance monthly average is down 15% from 17/18, down 28% from 16/17, and down 32% from 15/16	grams ba	All Pro
	67%	72%	16/17		า 15/16	30% fron	and down	16/17, a	33% from	8, down	rom 17/1	wn 23% fi	ate is do	All Programs balance to date is down 23% from 17/18, down 33% from 16/17, and down 30% from 15/16	grams be	All Pro
	77%	85%	17/18						9	2						
-3,342	85%	18,821	,						17,224	18,440	18,404	18,675	20,082	19,761	19,160	18/19
-3,832	85%	22,163		18,807	17,945	19,041	19,170	20,323	21,342	22,250	23,870	25,678	25,841	25,615	26,069	17/18
-1,493	95%	25,994		24,144	24,217	23,562	21,803	21,957	25,526	25,875	28,277	28,641	29,679	29,078	29,174	16/17
		27,487		28,831	28,751	28,924	26,376	27,547	28,622	27,986	27,619	26,756	26,541	26,422	25,470	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.		Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
						ES	BALANCE OPEN CASES	VCE OP	BALAN							
	chg 18/19 YTD	chg 18/19 avg														
	85%	85%	15/16	16	% from 15/16	own 15%	17, and d	from 16/	wn 13%	17/18, do	% from	is down 9	average	All Programs dispositions average is down 9% from 17/18, down 13% from 16/17, and down 15	grams di	All Pro
	%88	87%	16/17	16	from 15/	own 15%	17, and d	from 16/)wn 12%	17/18, do	3% from	re down 8	to date a	All Programs dispositions to date are down 8% from 17/18, down 12% from 16/17, and down 15% from 15/16	grams di	All Pro
	92%	91%	17/18													Multi
-1,491	91%	16,010	112,069			:			16,215	14,063	15,384	18,318	14,574	18,126	15,389	18/19
-861	%56	17,501	210,006	15,637	18,478	17,173	19,877	16,363	17,545	16,909	17,516	18,216	16,396	20,161	15,735	17/18
-468	98%	18,361	220,333	18,259	18,045	16,519	20,698	19,339	18,296	18,984	16,990	18,337	17,527	20,264	17,075	16/17
		18,830	225,954	19,300	18,814	17,301	20,754	18,476	17,072	18,285	16,605	20,234	18,743	19,088	21,282	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	TOTAL	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	
							CASES	CLOSED (CL							٠
	chg 18/19 YTD	chg 18/19 avg														
	82%	82%	15/16	15/16	18% from	and down	n 16/17, a	12% fror	/18, down	6 from 17	down 7%	เverage is	nonthly a	All Programs registrations monthly average is down 7% from 17/18, down 12% from 16/17, and down 18% from 15/16	grams rec	All Pro
	%68	88%	16/17	/16	from 15	own 18%	/17, and o	from 16,	own 11%	17/18, d	8% from	are down	to date	All Programs registrations to date are down 8% from 17/18, down 11% from 16/17, and down 18% from 15/16	grams re	All Pro
	92%	93%	17/18						2	2						Multi
-1,272	93%	15,821	110,746						15,046	14,126	15,135	16,961	14,936	18,762	15,780	18/19
-922	%56	17,092	205,109	16,538	17,414	17,079	18,766	15,399	16,681	15,331	15,726	18,091	16,641	19,744	17,699	17/18
-1,178	94%	18,014	216,172	18,220	18,747	18,322	20,583	15,803	17,978	16,629	16,650	17,336	18,179	20,251	17,474	16/17
		19,193	230,310	19,413	18,686	19,886	19,674	17,454	17,776	18,717	17,478	20,481	18,915	20,095	21,735	15/16
Υr-Υr AvgChg	% Chg of Ava	Avg.	TOTAL	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	FΥ
						S	NEW OPENED CASES	OPENE	NEW							
			:									•				
						DS - FO	Y TREN	RAM F	ALL PROGRAM FY TRENDS - F	ΑLI						
		-							١							

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FY UI TRENDS-AO

				Progra	ım Code	s 1, 2, 3,	4, 5, 6, 8	, 23, 24,	8, 23, 24, 28, 29, 30, 3), 31, 33,	34, 35, 3	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42	11, 42			
							REGI	REGISTRATIONS	SNO							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	Мау	June	Total	Avg.	% Chg of Ava	Yr-Yr AvgChg
15/16	1,583	1,480	999	1,070	1,114	1,142	937	967	1,345	1,211	096	1,322	14,130	1,178		
16/17	996	986	1,248	964	775	1,010	825	784	1,046	923	962	1,216	11,735	978	83%	-200
17/18	1,122	1,068	908	833	1,062	904	1,206	851	1,005	1,004	1,134	926	11,921	993	100%	16
18/19	872	998	796	826	889	849	840	929					6,999	875	78%	-119
	; i												17/18	88%	89%	
Ul region	strations .	July to da Jonthly av	ite are do verage is	down 11%	from 17	UI registrations July to date are down 11% from 17/18, down 8% from 16/17, and down 25% from 15/16 own 18/17 and down 26% from 15/18.	18% fron	n 16/17, : from 16/:	and down	25% fro	rom 15/16 % from 15/16	20	16/17	89% 74%	92% 75%	
														chg 14/15 avg	chg 14/15 YTD	
							DISF	DISPOSITIONS	SNC			-				
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	Мау	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	1,782	1,527	1,318	1,139	907	1,345	1,168	799	1,359	919	1,221	678		1,180		
16/17	923	1,325	1,219	1,243	1,035	924	886	975	963	957	1,081	1,065	12,596	1,050	89%	-131
17/18	949	965	831	931	937	1,037	1,123	978	950	758	1,012	1,142	11,613	968	92%	-82
18/19	1,236	1,047	796	961	821	737	686	1,086					7,370	921	95%	-47
													17/18	95%	95%	
=		OI II J::::::		707		1120	10/5	1	-					,000	2000	

0UI dispositions July to date are down 5% from 17/18, down 14% from 16/17, and down 26% from 15/16 UI disposition monthly average is down 5 % as 17/18, down 12% from 16/17 and down 22% from 15/16 15/16 16/17

88% 78%

86% 74%

Aug		
Sept		
Oct		
Nov		
Dec	ω	
Jan	ALANCI	
Feb	NCE OPEN	
Mar	CASE	
April	S	
May		
June		
Total		
Total Avg.		chg 14/15 avg
% Chg Yr-Yr		chg 14/15 avg chg 14/15 YTD
Yr-Yr AvaCha		

] [
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	Мау	June	Total	Avg.	% Chg of Ava	Yr-Yr AvgChg
15/16	1,394	1,342	1,021	949	1,161	943	713	878	902	1,185	917	1,560	12,965	1,080		
16/17	1,631	1,291	1,317	1,033 773	773	862	797	606	889	651	533	681	10,863	905	84%	-175
17/18	853	953	922	821	944	807	889	759	818	1,069	1,184	962	10,981	915	101%	10
18/19	640	546	545	408	474	586	740	584					4,523	565	62%	-350
										:			17/18	62%	73%	
UI bala	nce of op	en cases	to date ar	e down	27% from	17/18, d	own 41%	from 16/1	17, and do	own 40%	UI balance of open cases to date are down 27% from 17/18, down 41% from 16/17, and down 40% from 15/16	ග	16/17	62%	59%	
UI bala	ınce mon	UI balance monthly average is down 38% from 17/18, down 38% from 16/17, and down 48% is	age is dov	wn 38%	from 17/	18, down	38% from	n 16/17,	and dow	n 48% fro	from 15/16		15/16	52%	60%	
														chg 14/15 avg chg 14/15 YTI	chg 14/15 YTD	

FY DI TRENDS-AO Program Codes 7,10, 11, 12, 16 & 20 REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg	Y _r -Yr AvgChg
15/16	52	91	72	37	38	54	41	33	60	44	46	60	628	52		
16/17	41	51	46	34	40	44	47 .	56	58	37	32	50	536	45	85%	ὧ
17/18	37	49	23	43	30	33	57	46	56	48	53	32	507	42	95%	-2
18/19	34	31	31	58	42	31	35	35					297	37	88%	ან
													17/18	88%	93%	
Di regist	ل rations	DI registrations July to date are down 7% from 17/18, down 17% from 16/17, and down 29% from 15/16.	te are do	wn 7% fr	om 17/1	8, down :	17% from	າ 16/17, ຄ	and dowr	1 29% frc)m 15/16	•	16/17	83%	83%	
DI regist	tration m	DI registration monthly average is down 12% from 17/18, down 17% from 16/17, and down 29% from 15/16.	erage is	down 12	% from 1	7/18, dox	wn 17%	from 16/1	17, and d	own 29%	6 from 15	/16.	15/16	71%	71%	
														chg 14/15 avg	chg to 14/15 YTD	
							SIG	DISPOSITIONS	SNOI					1	,	
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	80	56	101	87	34	55	39	31	61	37	48	47	676	56		
16/17	31	65	35	25	56	35	56	59	76	44	39	27	548	46	81%	-11
17/18	54	55	19	30	41	36	44	43	55	53	42	53	525	44	96%	-2
18/19	44	33	30	42	39	32	25	60					305	38	87%	ဝ
													17/18	87%	95%	
DI dispo	sitions J	DI dispositions July to date are down 5% from 17/18 ,down 16% from 16/17 and down 37% from 15/16.	e are do	wn 5% fr	om 17/1	8 ,down .	16% fron	า 16/17 a	nd down	37% fro	m 15/16.		16/17	83%	84%	
DI dispo	sition mo	DI disposition monthly average is down 13% from17/18, down 17% from 16/17, and down 32% from 15/	erage is o	down 13%	% from17	/18, dow	n 17% fr	om 16/17	⁷ , and do	wn 32%	from 15/	16	15/16		63%	
								} 1 2						Cig 14/13 avg	[cig to 144] 13 1 LD	
							ALAN	CE OP	BALANCE OPEN CASES	SES						
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	77	112	82	32	37	34	36	38	38	44	43	55	628	52		
16/17	65	51	62	71	55	70	61	58	40	33	27	49	642	54	102%	_
17/18	32	26	28	43	34	29	41	44	45	42	52	31	447	37	70%	-16
18/19	20	18	19	36	38	37	47	22					237	30	80%	-8
					į								17/18	80%	86%	
Open B	alance o	Open Balance of DI case to date are down 14% from 17/18, down 52% from 16/17, down 47% from	to date	are dow	n 14% fr	om 17/1	8, down	52% fror	n 16/17,	down 47		15/16.	16/17	55%	48%	
Open Ba	alance m	Open Balance monthly average is down 20% from 17/18, down 45% from 16/17, down 43% from 15/16.	erage is	down 20	% from 1	7/18, do	wn 45%	from 16/	17, down	43% fro	m 15/16.	15/16	16	57%	53%	
														chg 14/15 avg	chg to 14/15 YTD	.,
																_

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FY TAX RULING TRENDS-AO Program Codes 19

							REGI	REGISTRATIONS	ONS							
-	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	6	5	10	5	2	4	3	3	5	_	2	3	49	4		
16/17	15	15	17	10	7	9	3	2	2	3	4	1	88	7	180%	ω
17/18	3	2	2	3	4	1	3	0	4	2	6	4	34	3	39%	д
18/19	3	5	8	8	2	3	1	5					35	4	154%	2
													17/18	154%	194%	
Tax Ru	ling regis	trations .	Tax Ruling registrations July to date are up 94% from 17/18,down 55% from 16/17, down 8% fr	te are up	94% fror	n 17/18,d	own 55%	from 16,	17, dowr	18% from	า 15/16		16/17	60%	45%	
lax Ru	ling regis	stration m	lax Ruling registration monthly average is up 54% from 17/18, down 40% from 16/17, and up 7% from 15/16	erage is i	up 54% fr	om 17/18	3, down 4	40% from	16/17, a	nd up 7%	from 15,	16	15/16	107%	92%	
														chg 14/15 avg	chg 14/15 avg chg 14/15 YTD	

							DIS	DISPOSITIONS	NS							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
15/16	0	1	0	0	0	0	2	1 .	0	2	2		9	1		-
16/17	_	_	2	0	0	. 0	2	3	3	_	ω	2	18	2	200%	-
17/18	2	6	7	3	1	5	2	1	1	5	1	8	42	4	233%	2
18/19	6	0	8	7	7	1	2	4					35	4	125%	1

Tax Ruling dispositions July to date are up 30% from 17/18, up 289% from 16/17 and up 775% from 15/16 Tax Ruling disposition monthly average is up 25% from 17/18, up 192% from 16/17, and up 483% from 15/16.

17/18 16/17 15/16

583% 292% 125%

875% 130% 389% 18/19

					S	N CASE	E OPE	BALANC							
BALANCE OPEN CASES	% Chg Yr-Yr	Ava.	June	Mav	Apr	Mar	Feb	Jan	Dec	Nov	Oct Oct	Sept	Б'nУ	July	
	ha 14/15 YTD	cha 14/15 ava cha 14/15 YTD													

	_	1 -	1	-	<u> </u>			1
	ax Ku	ax Ru)	8/19	17/18	16/17	15/16	
	ling balai	ling balai	-	0	2	ယ	_	July
	nce mon	nce of op	,	5	8	ဒ	0	Aug
	lax Ruling balance monthly average is down 11% from 17/18, up 56% from 16/17 and down	Tax Ruling balance of open cases to date is the same from 17/18, up 47% from 16/17, and up		5	4	_	0	Sept
	ge is dov	to date i	•	6	1	->	2	Oct
	vn 11% fi	s the san	•	1	4	3	2	Nov
	rom 17/18	ne from 1	•	3	_	ယ	3	Dec
	3, up 56%	7/18, up	•	2	3	2	4	Jan
	from 16,	47% fron		3	2	1	6	Feb
	/17 and (n16/17,ar			5	0	11	Mar
					2	2	2	Apr
	6 from 1:	39% from 15/16			7	3	12	May
	5/16	5/16			3	2	14	June
•	15/16	16/17	17/18	25	42	24	57	
chg 14/15 avg	66%	156%	89%	သ	4	2	51	Avg.
chg 14/15 avg chg 14/15 YTD	139%	147%	100%	89%	175%	42%		% Chg of Avg
				0	2	ပ		Yr-Yr AvgChg

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Tax balance of open cases to date is down 43% from 17/18, down 33% from 16/17, and up 82% from 15/16. Tax balance monthly average is down 32% from 17/18, down 27% from 16/17 and up 96% from 15/16	18/19	17/18	16/17	15/16		-		Tax disposition monthly average is down 20% from 17/18, up 58% from 16/17, and up 153% from 15/16.	Tax dispositions July to date are down 33% from 17/18, up 95% from 16/17 and up 112% from		18/19	17/18	16/17	15/16	ل ا			Tax registration monthly average is down 45% from 17/18, up 33% from 16/17, and up 143% from 15/16	Tax registr		18/19	17/18	16/17	15/16				
e of ope se mont	24	50	32	24	July			sition mo	itions J		15	8	7	7	July			ation m	ations J		13	21	15	6	July			
n cases hly aver	36	94	44	20	Aug			onthly av	uly to de		1	14	ω	9	Aug			onthly a	luly to c		23	54	15	5	Aug			
to date is age is do	54	100	57	26	Sept			/erage is	ite are do		6	12	4	4	Sept			verage is	late are c		24	20	17	10	Sept			
3 down 43 wn 32%	56	114	63	20	Oct			down 20)wn 33%		14	11	5	11	Oct			down 4	lown 32%		17	23	10	5	Oct			
3% from 7 from 17/	40	66	60	19	Nov)% from	from 17/		25	70	9	4	Nov			5% from	% from 17		8	22	7	2	Nov		: :	
17/18, dov 18, down	38	37	64	19	Dec	BAI		17/18, up	/18, up 9:		18	32	. 5	4	Dec			17/18, up	7/18, up 3		16	7	9	4	Dec			Progra
wn 33% fr 27% fror	20	21	59	19	Jan	BALANCE		58% fror	5% from '	į	25	30	13	9	Jan	DISPO) 33% frc	32% from		7	14	8	9	Jan	REGIS:		EY1
om 16/17 n 16/17	16	20	47	9	Feb	OPEN (n 16/17,	16/17 and		11	9	18	11	Feb	DISPOSITIONS		om 16/17,	16/17 ar	-	. 7	8	6	1	Feb	REGISTRATIONS	9 10, 11,	AX TRI
, and up 8 and up 9		30	45	9	Mar	CASES		and up 15	l up 112%			5	16	6	Mar	S		and up ,	id up 174			16	12	6	Mar	NS	, d.,	FY TAX TRENDS-AO
32% from 5% from		41	41	12	Apr			53% from	6 from 15			9	13	1	Apr			143% fror	% from 1			20	9	4	Apr			
15/16. 15/16		32	35	17	May			15/16.	15/16.			18	20	3	May			n 15/16	5/16			99	14	8	May		7	47 48
		26	37	23	June							15	9	5	June							8	8	11	June			
17/18 16/17 15/16	284	631	584	217				15/16	16/17	17/18	125	233	119	74	Total			15/16	16/17	17/18	115	312	130	71	Total			
68% 73% 196% chg 14/15 avg	36	53	49	18	Avg.		chg 14/15 avg	253%	158%	%08	16	19	10	6	Avg.		chg 14/15 avg	243%	133%	55%	14	26	11	6	Avg.			
57% 67% 182% chg 14/15 YTD	68%	108%	269%		% Chg of Avg		chg 14/15 YTD	212%	195%	67%	80%	196%	161%		% Chg of Avg		chg 14/15 YTD	274%	132%	68%	55%	240%	183%		% Chg of Avg			
	-17	4	31		Yr-Yr AvgChg						-4	10	4		Yr-Yr AvgChg						-12	15	Sī.		Yr-Yr AvgChg			

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_	Othe	Othe		18/19	17/18	16/17	15/16					Othe	Othe		18/19	17/18	16/17	15/16				Othe	Othe		18/19	17/18	16/17	15/16				
	er bal	er bal		9	∞	7	<u>ை</u>	╫				भ dis।	ir dìsp		9	&	7	<u>ი</u>		$\frac{1}{2}$		≯r reg	₃r reg		19	<u>∞</u>	17	16		-		:
	ance m	ance of		1	6	6	ω	July	lulv			positior	osition		7	4	2	16	July			istration	istratio		3	ω	4	0	July			
	onthly a	open ca		1		ω	O1	SnS	Δ.			n monthly	s July to		თ	8	7	5	Aug			n monthl	ns July 1		თ	2	4	6	Aug			
	verage is	ses is do		0	0	2	2	ogbr	2024			/ average	date are		_	2	ω	6	Sept			y averag	Other registrations July to date are		0	_	2	3	Sept			
	down 69)WN 62%		0	0	2	0	Ç	2			is down	down 4%		3	2	1	2	Oct			e is down	e down		3	0	1	0	Oct			
	% from 1	from 17/		2	3	0	1	NO.	Nov			20% fror	from 17/		4	2	2	0	Nov			1 30% frc	down 8% the fi		6	5	0	->	Nov			
	7/18, dov	18, down		0	6	20	0	Dec	- 1			n 17/18, o	18, down		3	0	_	6	Dec			m 17/18,	om 17/18		1	5	5	ე	Dec			
	Other balance monthly average is down 69% from 17/18, down 82% from 16/17 and down 40%	Other balance of open cases is down 62% from 17/18, down 82% from 16/17, and down 33% from 15/16		2	-1	6	0	Jan	3	BALANCE		Other disposition monthly average is down 20% from 17/18, down 36% from16/17, and down 2'	Other dispositions July to date are down 4% from 17/18, down 16% from 16/17, and down 26% from 15/16.	:	0	7	5	0	Jan	DIS		Other registration monthly average is down 30% from 17/18, up 32% from 16/17, and up 38% from 15/16	from 17/18 up, 29% from 16/17 and up 38%		2	3	0	0	Jan	REG	,	FY OTHE
	om 16/17	n 16/17, a		2	4	6	-1	760	n !	H OPEN		6 from 16.	16/17, aı		3	2	10	0	Feb	DISPOSITIONS		from 16/1	6 from 16		2	5	1	_	Feb	REGISTRATIONS		
	7 and dov	and down			4	5	1	Mar		N CASE		/17, and	nd down :			4	16	1	Mar	SNO		l7, and u	/17 and ι			4	1	_	Mar	CIONS	-, -, -,	R TRENDS-AO 9.13. 14. 21.22.
	vn 40% fi	33% fro			2	5	1	April	- 1	S		down 2%	26% from			4	5	1	April			p 38% fro	ıp 38% fr			2	1	_	April			
	from 15/16	m 15/16			7	4	2	May	M			% from 15/16	15/16.			3	5	1	May			m 15/16	from 15/16			8	2	2	May)
	0,				5	6	4	June	<u>-</u>			16				11	4	2	June							9	4	4	June			-
	15/16	16/17	17/18	8	39	65	20	lotal	1			15/16	16/17	17/18	26	49	61	40	Total			15/16	16/17	17/18	22	47	25	24	Total	<u> </u> 	-	
chg 14/15 avg	60%	18%	31%	1	3	5	2	AVg.	•		chg 14/15 avg	98%	64%	80%	3	4	5	3	Avg.		chg 14/15 avg	138%	132%	70%	3	4	2	2	Avg.			
chg 14/15 YTD	-	18%	38%	31%	60%	325%		Avg	% Chg of		chg 14/15 YTD	74%	84%	96%	80%	80%	153%		% Chg of Avg	.	chg 14/15 YTD	138%	129%	92%	70%	188%	104%		% Chg of Avg			
				-2	-2	4			Yr-Yr						-,	-1	2		Yr-Yr AvgChg				1_		<u>+</u>	2	0		Yr-Yr AvgChg			

		chg 14/15 avg		16.	from 15/)wn 46%	7, and do	rom 16/1	wn 39% f	7/18, do	% from 1	down 38	verage is	onthly av	Open Balance monthly average is down 38% from 17/18, down 39% from 16/17, and down 46% from 15/16.	Open t
	55%	54%	15/16	,	15/16.	45% from	, uwop pu	16/17, a	47% from	18, down	from 17/	own 36%	erage is do	onthly ave	Open Balance monthly average is down 36% from 17/18, down 47% from 16/17, and down 45% from 15/16	Open B
	53%	61%	16/17													
	64%	62%	17/18													·
-386	62%	623	4,987				,	627	811	664	555	506	623	606	595	18/19
-10	99%	1,010	12,115	1,024	1,276	1,156	903	829	955	880	1,046	978	1,052	1,073	943	17/18
-136	88%	1,019	12,231	775	603	731	782	725	936	1,016	900	1,181	1,449	1,395	1,738	16/17
		1,156	13,866	1,645	982	1,243	951	929	771	998	1,222	1,006	1,137	1,483	1,499	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.		June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							ASES	OPEN CASES	BALANCE	BAL						
	chg 14/15 YTD	chg 14/15 avg			/16,	from 15/	and down 21% from 15		om 16/17	n 12% tr	718, dow	wn 8% 1	age is dov	hly avera	Disposition monthly average is down 8% 17/18, down 12% from 16/17,	Dispos
	74%	79%	15/16		15/16.	% from 1	down 265	/17, and	6 from 16	own 13%	17/18, d	9% from	are down	to date :	Dispositions July to date are down 9% from 17/18, down 13% from 16/17, and down 26% from	Dispos
	87%	88%	16/17	, ,										•		!
	91%	92%	17/18													
-84	92%	983	7,861					1,163	738	791	896	1,028	841	1,096	1,308	18/19
-46	96%	1,066	12,794	1,229	1,076	829	1,016	1,033	1,206	1,110	972	867	1,038	1,401	1,017	17/18
-136	89%	1,112	13,340	1,107	1,146	1,022	1,078	1,062	961	959	1,104	1,274	1,261	1,401	965	16/17
		1,248	14,970	732	1,273	958	1,429	842	1,217	1,413	947	1,242	1,432	1,597	1,888	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							S	DISPOSITIONS	DISPC							
	chg 14/15 YTD	chg 14/15 avg			m 15/16.	25% from	, uwop pu	16/17, ar	0% from	, down 1	om 17/18	n 11% fr	rage dow	nthly aver	Registration monthly average down 11% from 17/18 , down 10% from16/17, and down 25% from	Registr
	76%	75%	15/16		15/16.		1 down 24	6/17, and	% from 1	, down 8	лт 17/18	า 11% fro	are down	ly to date	Registrations July to date are down 11% from 17/18, down 8% from 16/17, and down 24% from	Registr
	92%	90%	16/17													
	89%	89%	17/18													
-121	89%	934	7,468					978	885	900	947	912	859	1,062	925	18/19
14	101%	1,055	12,655	977	1,147	1,076	1,085	910	1,283	950	1,118	900	852	1,171	1,186	17/18
-199	84%	1,040	12,485	1,283	1,016	974	1,134	851	886	1,071	824	1,010	1,318	1,059	1,059	16/17
		1,239	14,871	1,397	1,018	1,260	1,412	1,003	989	1,206	1,156	1,114	1,088	1,586	1,642	15/16
Yr-Yr AvgChg	% Chg of Avg	Avg.	Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
							SN	REGISTRATIONS	REGIS1							
						70				•						
						DS-AC	EY ALL PROGRAM TRENDS-AC	OGRAN		Ţ						

Case Aging	18/19	18/19	18/19	Case Aging	17/18	17/18	17/18	Case Aging	16/17	16/17	16/17	Case A	15/16	15/16	15/16	Case Aging	14/15	14/15	14/15	Case Aging	13/14	13/14	13/14	Case Aging	12/13	1	12/13	Standa	Day	Standard Day	Standard Day		
ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	Aging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	ging	150-Day	75-Day	45-Day	Standard Case Age	Day	_	•		
25.6	99.9%	99.3%	87.2%	25.4	99.8%	98.0%	88.6%	29.0	99.7%	98.0%	77.4%	37.3	99.6%	92.4%	43.2%	28.3	99.2%	96.9%	77.9%	30.1	99.7%	92.1%	62.3%	31	99.3%	94.0%	66.4%	40	95%	80%	50%	Apr	
24.0	99.3%	96.9%	88.0%	30.3	100.0%	99.2%	79.0%	33.4	99.4%	95.2%	78.9%	40.9	99.8%	94.6%	21.1%	30.3	99.8%	96.4%	79.7%	31.0	99.7%	94.4%	76.0%	38	99.5%	91.8%	57.4%	40	95%	80%	50%	May	
23.0	99.8%	98.9%	944%	25.8	100.0%	96.2%	69.2%	32.3				42.2			35.1%	32.3	99.8%	95.7%	69.8%	32.2	99.8%	90.7%	72.4%	4			20.5%	40	95%	80%	50%	Jun	A
22.9	100.0%	99.0%	88.1%	27.0	100.00%	95.90%	71.43%	40.1	100.0%	95.1%	47.7%	33.1			40.2%	35.1	99.8%	96.1%	42.1%	30.1	99.8%	90.3%	56.6%	48			12.8%	40	95%	80%	50%	Jul	APPELLATE OPERATIONS TL & Case Aging TRENDS
23.3	100.0%	97.5%	93.5%	27.4	99.89%	95.54%	73.15%	37.7	100.0%			32.9			69.0%	35.9	99.7%	90.6%	48.6%	28.4	99.6%	94.8%	77.4%	44			28.7%	40	95%	80%	50%	Aug	OPERA
28.4	99.9%	99.0%	94.5%	32,9	100.00%	96,71%	81.77%	34.0				29.8			68.4%	37.6	99.8%	93.4%	56.9%	24.0	99.9%	96.3%	80.5%	49			40.7%	40	95%	80%	50%	Sep	TIONS TL
19.8	100.0%	93.0%	90.0%	36.9	99.6%	98.4%	72.1%	31.5	99.9%			29.6			82.5%	36.0	99.5%		38.5%	31.1	99.9%	97.3%	74.5%	45		75.4%	25.5%	40	95%	80%	50%	0ct	& Case /
11.4	100.0%	99.0%	91.0%	30.1	99.68%	96.02%	75.27%	31.7	99.3%	95.4%	77.2%	31.5	99.5%	97.3%	81.0%	41.1	99.5%	%8.88	39.7%	35.0	99.5%	93.1%	52.4%	45	99.6%	83.2%	22.1%	40	95%	80%	50%	Nov	ging TRE
15.5	100.0%	100.0%	98.0%	30.8	99.59%	96.62%	82.46%	32.4			l		99.8%	I	•	38.8	99.0%			33.8				41	98.3%			40	95%	80%	50%	Dec	NDS
23.2	100.0%	99.4%	94.1%	23:2	99.63%	96.83%	87.14%		L			31.2			72.8%	41.5		67.8%	45.1%	31.8	99.4%	91.6%		41			13.1%	40	95%	80%	50%	Jan	
16.1	100.0%	99.4%	96.9%	21.2	99.68%	95.57%	87.13%	30.4				29.2	ı	93.4%	77.7%	33.4	99.8%	77.4%	20.5%	27.8	99.6%			35		76.6%	24.0%	40	95%	80%	50%	Feb	
				21.5	99.68%	98.05%	90.16%	27.9	99.8%	96.8%	82.1%	25.0	99.8%	94.6%	79.8%	33.9	99.8%	93.6%	57.5%	29.3	99.9%	96.3%	77.1%	29.1	99.7%	90.6%	53.3%	40	95%	80%	50%	Mar	
21.2	99.9%	98.3%	92.1%	27.7	99.8%	96.9%	79.8%	32.7	99.7%	94.7%	64.4%	ī		╗	62.0%	35.4			51.6%	30.4	99.7%		66.0%	41		82.4%		40	95%	80%	50%	Avg.	

Monthly Board Meeting Litigation Report - February 2019

AGENDA ITEM 9

	Non-benefit Court Cases		
	Non-benefit Court Cases		
APPELLATE COU	RT: Claimant Appeais		
•	Employer Appeals		
	EDD Appeals	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
	Non-benefit Court Cases		
ISSUE	ES: UI		ϵ
	DI		1
	Tax		
	Non-benefit Court Cases		
	9 CALENDAR YEAR ACTIVITY - Benefit & Tax _		
201	9 CALENDAR YEAR ACTIVITY - Benefit & Tax	Cases	
LITIGATION CASES FILE	<u>D</u>	YTD	<u>February</u>
LITIGATION CASES FILE	DRT: Claimant Petitions	<u>YTD</u> 2	1
LITIGATION CASES FILE	RT: Claimant Petitions Employer Petitions	YTD 2 0	
<u>ITIGATION CASES FILE</u> SUPERIOR COUI	RT: Claimant Petitions Employer Petitions EDD Petitions	<u>YTD</u> 2	1
LITIGATION CASES FILE SUPERIOR COUI	RT: Claimant Petitions	YTD 2 0	1 0
<u>ITIGATION CASES FILE</u> SUPERIOR COUI	RT: Claimant Petitions Employer Petitions EDD Petitions	YTD 2 0 0	1 0 0
LITIGATION CASES FILE SUPERIOR COUI	RT: Claimant Petitions	YTD 2 0 0 0	1 0 0
LITIGATION CASES FILE SUPERIOR COUI APPELLATE COUI	RT: Claimant Petitions	YTD 2 0 0 0 0	1 0 0 0 0
LITIGATION CASES FILE SUPERIOR COUI APPELLATE COUI LITIGATION CASES CLO	RT: Claimant Petitions	YTD 2 0 0 0 0 0 0	1 0 0 0 0
LITIGATION CASES FILE SUPERIOR COUI APPELLATE COUI LITIGATION CASES CLO	RT: Claimant Petitions Employer Petitions EDD Petitions RT: Claimant Appeals Employer Appeals EDD Appeals SED	YTD 2 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 0 0 0 0 0 February
LITIGATION CASES FILE SUPERIOR COUI APPELLATE COUI LITIGATION CASES CLO	RT: Claimant Petitions Employer Petitions EDD Petitions RT: Claimant Appeals Employer Appeals EDD Appeals SED RT: Claimant Petitions	YTD 2 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 0 0 0 0 0 February 3
LITIGATION CASES FILE SUPERIOR COUI APPELLATE COUI LITIGATION CASES CLO SUPERIOR COUF	RT: Claimant Petitions	YTD 2 0 0 0 0 0 VTD 4 2	1 0 0 0 0 0 February 3 2
LITIGATION CASES FILE SUPERIOR COUI APPELLATE COUI LITIGATION CASES CLO SUPERIOR COUF	RT: Claimant Petitions Employer Petitions EDD Petitions RT: Claimant Appeals Employer Appeals EDD Appeals SED RT: Claimant Petitions Employer Petitions EDD Petitions	YTD 2 0 0 0 0 0 VTD 4 2 0	1 0 0 0 0 0 February 3 2

Loss: 2

Affirmed: 6

Reversed: 0

Remanded: 0

Loss: 4

Win: 0

Win: 0



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD FEBRUARY 2019 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS UI TIMELAPSE CASES

Closed Cases Closed Year	r to Date* Standard
% Closed in <= 30 Days 73.1% 6	35.3% ≥60%
% Closed in <= 45 Days 88.3% 8	39.2 % ≥80%
1	DOL
Pending Cases Avg. Days Sta	andard
Case Aging 17.8	≤30
WORKLOAD <u>UI</u>	<u>ALL</u>
Opened 11,936 1	3,174
Closed 14,156 1	5,990
Balance of Open Cases 8,793 1	4,392

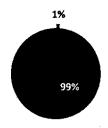
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	34
DI Appeals (including PFL)	62
All Programs	53

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	99%
UI Extensions as % of All UI	1%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 1% of UI Open Balance, and Regular UI cases made up 99%.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS UI TIMELAPSE CASES

Closed Cases % Closed in <= 45 Days % Closed in <= 75 Days	<u>Closed</u> 92.9% 99.4%	DOL Eval <u>Year to Date</u> * 90.2% 98.2%	DOL <u>Guideline</u> ≥50% ≥80%
Pending Cases Case Aging	<u>Avg. Days</u> 16.1	DOL <u>Standard</u> ≤40	
WORKLOAD Opened Closed Balance of Open Cases	<u>UI</u> 929 1,086 584	<u>ALL</u> 978 1,163 627	,

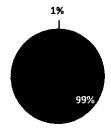
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	Days
UI Timelapse Appeals	29
DI Appeals (including PFL)	59
All Programs	32

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	98%
UI Extensions as % of All UI	2%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 1% of UI Open Balance, and Regular UI cases made up 99%.

^{*} DOL reviews our performance toward the DOL standards each April, and looks at the cumulative performance for the prior 12-month period.

California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in February 2019

	OVERALL		By Step in	Process	
UI Timelapse CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date		Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Bay Area	31	5	5	13	1
Fresno	37	4	13	14	0
Inglewood	32	4	8	11	3
Inland	34	4	6	16	3 2 2
Los Angeles	33	3	8	13	2
Orange County	37	4	8	15	2
Oxnard	35	4	11	12	1
Pasadena	36	3	11	12	3
Sacramento	35	4	9	15	1
San Diego	34	4	7	15	1
San Jose	33	3	11	14	0
Statewide	34	4	8	14	2

	OVERALL		By Step in	Process	
ALL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date		Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Bay Area	34	5	6	14	1
Fresno	43	4	15	16	1
Inglewood	61	5	25	14	3
Inland	42	4	6	19	3
Los Angeles	53	4	12	14	2
Orange County	75	5	11	17	2
Oxnard	74	4	34	13	1
Pasadena	40	3	12	13	3
Sacramento	49	4	9	18	2
San Diego	44	4	8	19	2
San Jose	40	3	15	14	0
Tax Office	597	N/A	N/A	172	414
Statewide	53	4	14	16	2

California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in February 2019

	OVERALL		By Step in	Process	
PFL CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Bay Area	46	9	3	13	3
Fresno	100	6	59	14	2
Inglewood	36	5	2	11	1
Inland	49	6	5	15	10
Los Angeles	65	8	13	13	6
Orange County	63	10	26	15	6
Oxnard	38	8	6	12	3
Pasadena	155	7	22	11	4
Sacramento	54	6	6	15	16
San Diego	43	6	1	13	3
San Jose	66	7	28	14	3
Statewide	59	7	13	13	6

	OVERALL		By Step in	Process	
DI CASES (No PFL)	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Bay Area	48	10	7	14	4
Fresno	91	8	60	14	3
Inglewood	45	9	5	11	8
Inland	54	7	12	16	7
Los Angeles	66	8	26 .	14	3
Orange County	82	10	38	16	6
Oxnard	60	9	10	11	2
Pasadena	66	8	12	13	3
Sacramento	56	5	9	16	6
San Diego	56	4	20	16	4
San Jose	70	5	37	14	2
Statewide	62	8	20	14	5

CUIAB 18/19 Fiscal Year Paid Overtime/Lump Sum Payout - SCO Report July 2018 through January 2019

			18/19 Fiscal '	18/19 Fiscal Year-to-Date Overtime Expenditure	time Expenditure			
Branch - Paid OT	FY Y-T-D De	FY Y-T-D Decision Typing	FY Y-T-D C	FY Y-T-D CTU Typing	FY Y-T-D Regist	stration	FY Y-T-D Other	Other
	Hours	Pay	Hours	Pay	Hours	Pay	Hours	Pay
Appellate	0.00	\$0.00	0.00	\$0		\$0	0.00	\$0
Admin	0.00	\$0.00	0.00	\$0		\$0	49.50	\$2,668
7	0.00	\$0.00	0.00	\$0	0.00	\$0	100.25	\$4,350
Exec	0.00	\$0.00	0.00	0\$		\$0	0.00	\$0
Field	487.50	\$19,407.85	0.00	0\$		\$0	0.00	\$0
Total	487.50	\$19,407.85	0.00	\$0		\$0	149.75	\$7,017

					0.31	ar	Actual Monthly Average Personnel Year	Actual Monthly Av
\$49,173	\$3,980	104.00	\$74,872	\$26,425	0.53	637.25	\$101,297	Total
\$15,331	\$2,800	79.00	\$33,993	\$19,408	0.40	487.50	\$53,401	Field Operations
\$0	\$0	0.00	\$0	\$0	0.00	0.00	\$0	Exec
\$20,839	\$763	15.50	\$25,254	\$4,350	0.08	100.25	\$29,604	
-\$446	\$234	5.00	\$1,859	\$2,668	0.04	49.50	\$4,527	Admin
\$13,450	\$184	4.50	\$13,765	\$0	0.00	0.00	\$13,765	Appellate
Over-/ Under	Estimated Pay	Hours	Balance	Year-to Date Pay	Equivalent	Hours	Allocation	
Estimated Expenditures			Allocation		Position	Year-to Date	18/19 FY	Branch
					Year-to-Date			
FY 18/19 FY Projections	enditures	CTO Expenditures		es	18/19 Fiscal Year-to-Date Total Overtime Expenditures	ir-to-Date Total Ov	18/19 Fiscal Yea	

		July 2018 through January 2019	anuary 2019			
Branch	Year-to Date	Year-to-Date		18/19	Allocation	Estimated
	Hours	Position Equivalent Year-to Date Pay	Year-to Date Pay	Allocation	Balance	Over/Under
Appellate	690.30	0.57	\$16,425	\$48,630	\$32,205	\$20,472
Admin	0.00	0.00	\$0	\$5,000	\$5,000	\$5,000
Ŧ	1,107.50	0.91	\$56,757	\$18,239	-\$38,518	-\$38,518
Exec	826.00	0.68	\$60,768	\$5,000	-\$55,768	-\$55,768
Field Operations	3,404.90	2.81	\$168,924	\$309,260	\$140,336	\$19,675.43
Total	6,028.70	4.97	\$302.876	\$386,129	\$83,253	-\$49 139